

Professional and Managerial Branch
General Administration Group
Administration Series

DEPUTY CITY MANAGER

10/04 (AIS)

General Purpose

Under administrative direction, coordinate executive management and administration of an assigned group of City public and internal operations and services departments to optimize service delivery, productivity improvement and cost effectiveness, as well as provide highly responsible and complex administrative management in support of City government.

Typical Duties

Generally plan, develop, organize, implement, direct and control policies and strategies of such designated operations and services as administrative support, infrastructure and development, or quality of life through subordinate department heads. Involves: Consult with and provide guidance to department heads concerning organizational, operational, financial and budgetary goals, objectives and problems. Monitor and evaluate efficiency and effectiveness of service delivery methods and procedures. Assess and monitor workload, and administrative and support systems of assigned departments. Oversee research, procedural, administrative and managerial studies, and the preparation of reports embodying proposed or recommended courses of action. Identify opportunities for improvement and oversee implementation of changes. Coordinate inter-departmental activities by delineating responsibilities, organizing cooperative ventures and monitoring collective performance of departments managed and interested non-City agencies. Remain abreast of changes in federal, state or local laws or regulations concerning affecting department operations. Ensure compliance with new or revised regulations.

Generally manage administration of assigned departments. Involves: Assist and advise City Manager and elected officials on operations, policy and budget development. Represent the City to management staffs of other department groups, elected officials, outside agencies and the public. Explain, justify and champion programs, policies and activities of assigned departments, and negotiate and resolve sensitive, significant and controversial issues. Confer and correspond with citizen, governmental and professional groups to secure their support for City activities. Identify and report on interdepartmental procedure or responsibility interpretation issues or questions. Develop long range or emergency municipal operations programs.

Supervise assigned personnel as a senior appointing officer. Involves: Schedule work to expedite flow and balance loads. Assign duties, and issue written and oral instructions. Check work for service effectiveness, quality and quantity acceptability, and policy and procedural conformance. Guide subordinates to overcome difficulties encountered, correct errors and rectify complaints. Appraise performance of direct reports and review employee ratings by subordinates. Coach to motivate competency improvement and career advancement. Arrange for or conduct internal orientation, job training, and employee development activities. Enforce personnel rules and regulations, and conduct, courtesy, attendance, safety and appearance standards. Maintain harmony among employees and resolve appealed grievances internally. Interview and hire applicants. Commend, adjust pay of, transfer, discipline and terminate employees. Structure organizations, realign functions, and change staffing levels and job designs.

Perform related incidental executive duties contributing to realization of City goals as required. Includes: Personally carry out key professional and managerial functions usually delegated to others as qualified to maintain continuity of essential operations and services of department group if necessary. Provide designated support for miscellaneous projects or temporary activities overseen by City officials as instructed. Engage in activities associated with training and orientation of less knowledgeable coworkers upon request, and in designated professional development assignments under general directions. Serve on ad hoc or regular committees, or lead or participate in meetings to represent departments managed or the City. Conduct special and recurring studies, and prepare and present persuasive reports and recommendations containing technical data and cost estimates affecting activities of departments managed for review by City officials and other executives. Maintain awareness of occupationally related technological and conceptual developments. Oversee manual or automated maintenance of department group activity or status records.

Knowledge, Skills and Abilities

- Comprehensive knowledge of generally accepted policies, practices and procedures in public sector administration and operations, including budgetary development and control practices, human resource management, planning, program development, and/or modern centralized and decentralized financing and business management theories and methods applied to metropolitan municipal government.
- Comprehensive knowledge of customer service or public relations methods, policies and practices, including customer service performance assessment and negotiation strategies.

- Considerable knowledge of federal, state and local laws related to municipal operations, including accessibility legislation, records management regulations, and the Texas Freedom of Information Act.
- Good knowledge of computer hardware, software and peripherals related to a wide range of municipal management operations.
- Ability to interpret quantitative and qualitative information dealing with complex abstract and concrete variables to identify, analyze, and solve practical management problems of considerable difficulty.
- Ability to coordinate planning, development, organization, management, and administration of complex operational and service programs and projects.
- Ability to establish and maintain effective working relationships with coworkers, officials, regulatory agencies, and the public.
- Ability to provide clear and concise oral and written communication to persuade, negotiate and resolve differences of opinion or interpretation.
- Ability to maintain confidentiality and exercise discretion.
- Skill in safe operation and care of personal computer or network workstation, including generic business productivity and specialized software.

Minimum Qualifications

Education and Experience: Equivalent to an accredited Master's degree in public or business administration, or a field related to area of assignment, plus five (5) years professional administrative experience as a Deputy or Assistant City Manager in a smaller jurisdiction, or department director or division head in an equal or larger jurisdiction.

Licenses and Certifications: None

Special Requirements:

- Reside within the city limits of El Paso, Texas in accordance with City Charter.
- Subject to work extended hours as an executive reporting to the City Manager.
- Regular out of town travel for professional conferences and meetings with government officials.

Human Resources Director

City Manager